



# CARER RIGHTS & REPONSIBILITIES

## SERVICES PROVIDED BY TEAMhealth

TEAMhealth's services are provided within a model of recovery focused psychosocial rehabilitation and within the framework of the National Mental Health Plan and Standards. TEAMhealth works closely with other specialist service providers such as Top End Mental Health Services (TEMHS), drug and alcohol services and other non-government organisations.

### Consent

On entry to the service, the TEAMhealth worker will ask the carer and/or client for written consent to speak to any significant others involved in their care, for example a family member, friend, doctor and/or other service provider. It is important to understand that in some circumstances if a person declines to give consent then this may impact on TEAMhealth's capacity to provide service.



### Confidentiality

No disclosure of information will be made without written or verbal permission of the client, except where TEAMhealth is under a legal obligation to do so.

Access to any information provided to TEAMhealth about a client is limited to the staff within TEAMhealth. This information will not be disclosed either verbally or by any other means without their written consent.

## Referral Criteria

Referral criteria vary from program to program and will be assessed on a case by case basis.

## Feedback

Your good news stories and positive feedback are always welcome. Please let your Key Worker, Team Leader, Operations Manager or Chief Executive Officer know if you would like to provide positive feedback to the organisation.

If you are unhappy about any decisions made by TEAMhealth staff or the service that you receive, you have the right to lodge a complaint.

You may discuss your concerns with the Key Worker providing support and seek further assistance from the Team Leader of the program, Senior Manager, Director of Client Services or the Chief Executive Officer if the issue is not resolved.

You may also seek independent assistance from an advocate if the issue has not been resolved.



## Access to Service

All clients, carers and significant others will be given a copy of the TEAMhealth Rights and Responsibilities brochure on entry to the service. All clients will be made aware of policies and procedures for entering and exiting the service. Any person who is not eligible for TEAMhealth services will be provided with a verbal or written statement to explain why they are ineligible.

## Privacy

TEAMhealth recognises the importance of your privacy and is committed to protecting any personal information that we hold about you. TEAMhealth will only hold personal information about you to assist in providing you with a quality service. Only staff involved in your care will have access to your personal information, and will not share your information without your written consent.

TEAMhealth staff will write information down to assist in the delivery of care to you, your support and rehabilitation. TEAMhealth is required to adhere to National and Territory legislation, frameworks, and principles.

Your personal information will not be used for any other purpose, unless:

- We have your written consent: or
- It is required or authorised by law.



TEAMhealth adheres to the Northern Territory Information Act (2002) as well as the National Privacy Principles.

Note: A copy of the Mental Health Standards (MHS) Standard 7, Carers is available upon request.

## Carer Rights:

TEAMhealth operates in accordance with the Northern Territory of Australia Carers Recognition Act 2006 including the Carers Charter. Carers will be involved actively in the service provided by TEAMhealth, which will include the following rights:

1. Chose if you access our service.
2. Be treated with respect and dignity.
3. Have an active role, making choices and sharing decisions.
4. Be acknowledged as individuals with your own needs within and beyond the role of carer.
5. Have the diversity of your individual needs acknowledged and identified, taking into consideration cultural and linguistic differences, age, disability, religion, socio economic status, gender identification and where people live.
6. Receive a copy of this brochure informing you of your carer rights when dealing with TEAMhealth.
7. Be involved in the assessment, planning, delivery and review of services that impact on carers and their caring role.
8. Have your view and needs taken into account along with the views, needs and best interests of the person receiving the care from TEAMhealth when decisions are made that impact on carers and their caring role.
9. Communicate in the language of your choice and have an interpreter present at all times if you need one.
10. Access any information kept by our service about you and your family.
11. Request to have another Key worker (where possible).
12. Provide feedback or make a complaint when you are not happy with our service.

## Carer Responsibilities:

1. Take responsibility for your behaviour.
2. Respect the human worth and dignity of other people.
3. Assist TEAMhealth staff in supporting you.
4. Answer questions as honestly as possible.
5. Be sure to keep appointments, or let the TEAMhealth Key Worker know if you will be late, or cannot attend an appointment.
6. Not be violent, insulting or threatening.
7. Refrain from participating in our programs if under the influence of alcohol and or illicit drugs.
8. Assist TEAMhealth in maintaining a safe, non threatening environment for yourself and/or others.

If you have any questions about any issues discussed in this brochure, please do not hesitate to speak with your TEAMhealth Key Worker or another TEAMhealth staff member.

## For Further Information Contact

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